CLINT JOHN G. SANCHEZ

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| Career Objective | Seeking for a challenging and rewarding job that will suit my qualifications.Be the asset of the company.To share my knowledge and experience in working on a BPO setting. |
| Career Profile | * Responsible, hardworking and result-driven
* Can work ethically.
* Can work with minimum supervision.
* Secures and maintain confidential data from clients
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| Skills | * Team player, can work with diverse individuals collaboratively.
* Excellent in Microsoft Office
* Has the ability to handle rejections
* Has good attention to details
* Has the ability to work effectively to meet clients’ deadlines
* Time management skills
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| Work Experience | Accenture Inc.August24, 2009- January 18, 2013* Encoding medical claims/data from patients by reviewing and analyzing it for payment to different medical providers.
* Assuring that the claims for submission has been reviewed thoroughly as a Quality Assurance Auditor before submitting it to the client’s database for their approval.
* Ensuring that the SLA metrics set by the clients have been met
* Application of policy and provider contract provisions to determine if a claim is payable. If additional information is needed, or if a claim should be denied.
* Reviewing charges and use of payment or denial codes within established guidelines and standards.

**Teleperformance Inc.****June 22, 2015- June 30, 2017*** Customer Service Representative
* Assisting customers on their school registration and technical concerns through email.
* Educational Account

**Concentrix****January 2020- March 7, 2021*** **Customer Service Representative**

- Answering incoming calls from customers- Resolving customer inquiries/requests- Ensuring customer requests are handled in an appropriate and timely manner* **Travel Specialist**

- Assisting customers in booking their travel on a different hotels and resorts worldwide.**Peak Outsourcing****August 30, 2021- October 6, 2023*** **Records Retrieval Specialist**
	+ Collecting medical records, billing records, radiology films, etc. via outbound calls to the health care providers, such as physician’s office or hospitals/facilities to be used in litigation.

**October 9, 2023- present*** **Quality Assurance Analyst**
	+ Responsible for monitoring and evaluating the quality of notes delivered to clients.
	+ Reporting the quality performance to the clients on a weekly and monthly basis thru client calls and Monthly Business Review.
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| Seminars | * Strategic Marketing Seminar- SBJMA Seminar
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| * 1st Marketing Congress: Marketing Shower: A fresh Perspective
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| * PGMA Training for Work Scholarship- Finishing Course for Call Center Agents
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| * On the job Training

Cocoplans Inc.  |
| Education | Primary: Summerville Academy 1994- 2000**Secondary: Marist School**2000- 2004College: San Beda College 2004- 2008 BS Marketing and Corporate Communications **Post- Graduate: San Sebastian College- Recoletos College**  **College of Law** 2017- 2018 Juris Doctor |